Capital Health

Cancer Care Nova Scotia

Nova Scotia Cancer Patient Satisfaction Survey Results

Nova Scotia Cancer Centre, Halifax

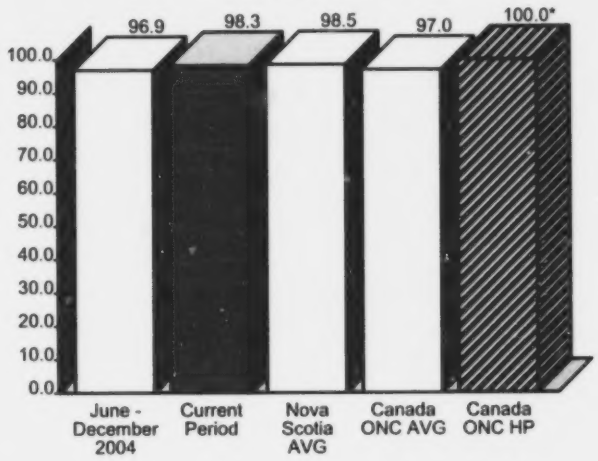
June 2005 – December 2005

NOVA SCOTIA *A program of the Nova Scotia Department of Health*

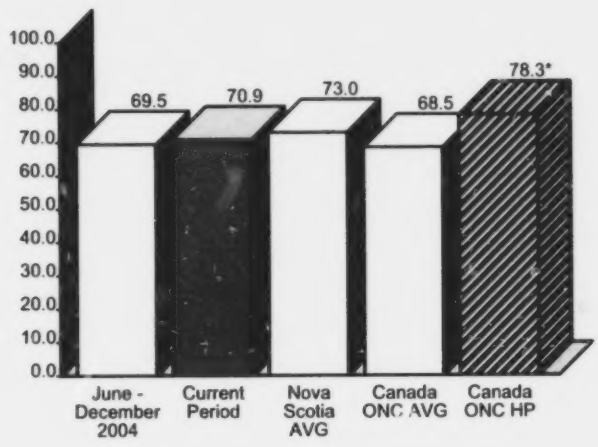
Capital Health

Oncology Patient Experience-All Domains and Overall Ratings
Capital Health Cancer Care Program
June - December 2005 (n=319, Response Rate= 70.1%)

Rate OP care past 6 months
% Positive Score



All Domains and Overall Ratings (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

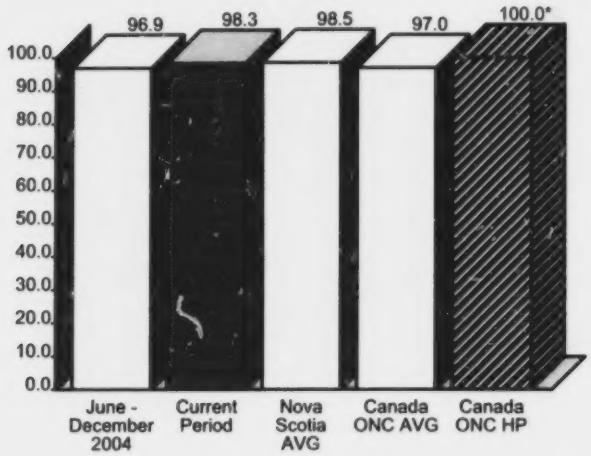
June - December 2004	Highest correlation with "Rate OP care past 6 months"	Nova Scotia AVG	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
80.3%	Physical Comfort (Onc) 87.1%	87.5%	79.7%⬆	88.5%	289
67.6%	Information, Communication & Education (Onc) 69.3%	70.9%	65.8%	75.1%⬇	303
70.5%	Coordination and Continuity of Care (Onc) 70.7%	72.3%	67.9%	76.2%⬇	303
78.8%	Respect for Patient Preferences (Onc) 82.4%	83.2%	78.6%	85.0%	303
68.8%	Access to Care (Onc) 68.3%	72.7%	71.9%	83.4%⬇	302
59.4%	Emotional Support (Onc) 59.4%	62.1%	56.8%	69.1%⬇	303
84.8%	Surgery Specific (Onc) 81.5%	84.3%	82.4%	90.9%⬇	181

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

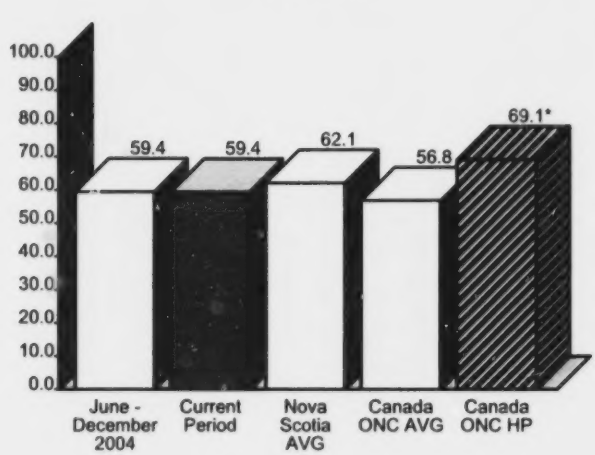
Capital Health

Oncology Patient Experience-Emotional Support
Capital Health Cancer Care Program
June - December 2005 (n=319, Response Rate= 70.1%)

Rate OP care past 6 months
% Positive Score



Emotional Support (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Nova Scotia AVG	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
76.2%	OP went out of way to help 79.3%	80.5%	72.0%⬆	83.8%⬇	294
44.9%	Enough OP info on emotional changes 41.0%	45.4%	38.6%	56.1%⬇	239
26.1%	Put in touch w/OP to help w/anxiety/ fear 32.6%	34.3%	26.5%	39.1%	172
91.8%	Could trust OP providers w/ confidential info 90.9%	90.9%	90.6%	93.7%⬇	296
54.7%	Enough OP info on sexual activity changes 52.9%	57.3%	44.7%⬆	68.8%⬇	204
33.8%	Put in touch w/OP to help w/ diagnosis anxiety/fear 38.7%	42.9%	38.8%	53.8%⬇	243
42.6%	Enough OP info re: relationship changes 35.5%	41.9%	32.6%	58.1%⬇	186
71.2%	Told of diagnosis in sensitive manner (OP) 71.1%	73.3%	73.2%	78.8%⬇	298
71.3%	Got help wanted figuring out payment (OP) 70.0%	71.0%	68.8%	75.6%	110

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

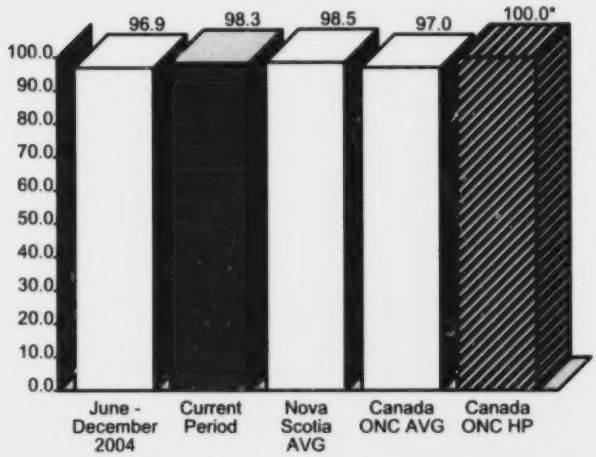
February 01, 2006

106-04051/

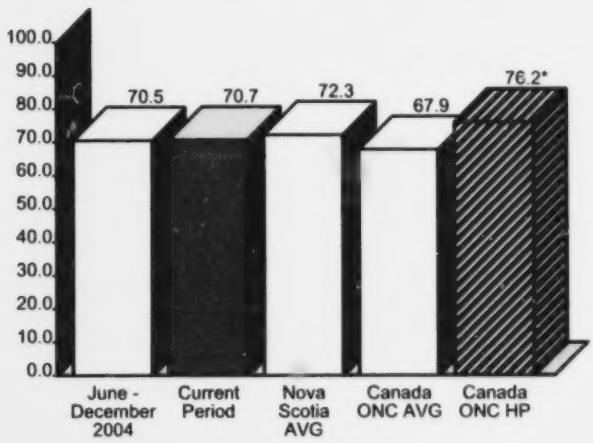
Capital Health

Oncology Patient Experience-Coordination and Continuity of Care
Capital Health Cancer Care Program
June - December 2005 (n=319, Response Rate= 70.1%)

Rate OP care past 6 months
% Positive Score



Coordination and Continuity of Care (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Nova Scotia AVG	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
83.4%	Providers knew enough re: OP therapy 85.7%	86.8%	84.8%	90.0%⬇	293
58.6%	Knew next step in care (OP) 63.7%	65.9%	57.3%⬆	71.7%⬇	300
79.9%	Given confusing/conflicting info (OP) 73.4%	75.1%	75.6%	83.7%⬇	290
64.8%	Knew who to go to w/questions (OP) 68.3%	68.8%	61.5%⬆	72.7%	293
89.2%	Knew who was in charge for each OP therapy 86.3%	86.6%	85.8%	90.0%⬇	291
67.2%	Providers aware of test results (OP) 70.1%	70.5%	63.1%⬆	71.6%	284
55.9%	Providers aware of med history (OP) 55.6%	57.8%	52.3%	64.3%⬇	284
65.1%	Family Dr knew enough re: OP cancer care 61.9%	66.1%	61.6%	76.6%⬇	273

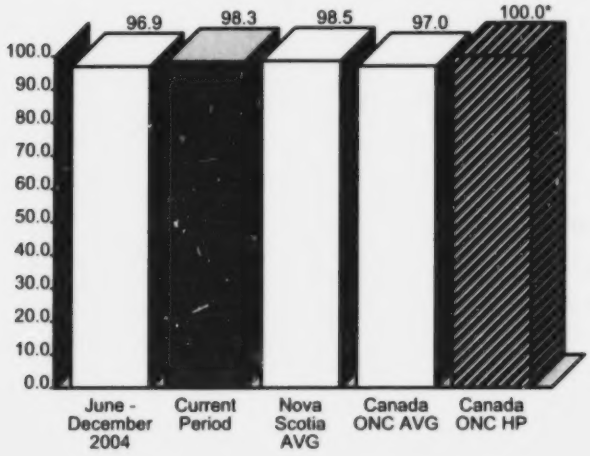
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

NRC+PICKER

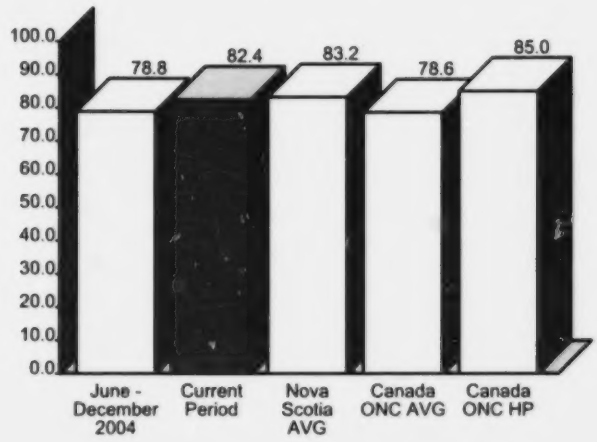
Capital Health

Oncology Patient Experience-Respect for Patient Preferences
Capital Health Cancer Care Program
June - December 2005 (n=319, Response Rate= 70.1%)

Rate OP care past 6 months
% Positive Score



Respect for Patient Preferences (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Nova Scotia AVG	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
74.0%⬆	Involved in OP care decisions 81.6%	81.1%	77.0%	81.5%	299
67.5%	Comfortable talking w/OP re: alternate therapy 66.0%	68.7%	58.0%⬆	74.6%⬇	147
62.0%	OP considered living situation in treatment 67.3%	69.1%	62.8%	73.7%⬇	294
96.8%	Family/friends involved in OP care/ treatment 94.2%	94.6%	93.3%	96.4%	260
93.3%	Treated w/dignity/respect by OP providers 95.9%	96.6%	94.0%	98.2%⬇	296

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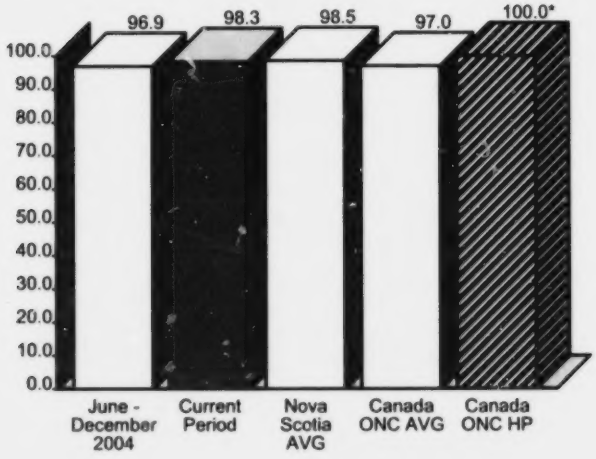
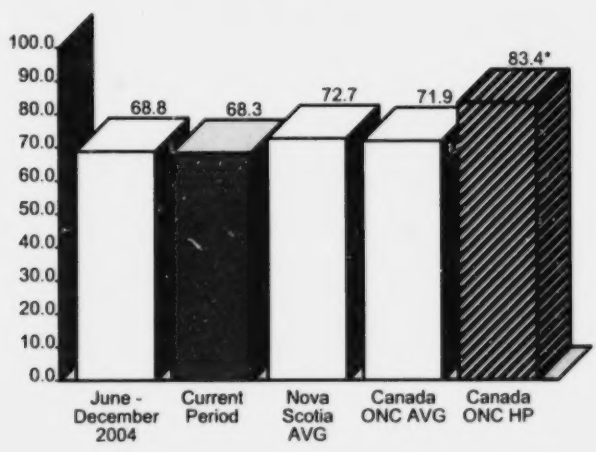
Capital Health

Oncology Patient Experience-Access to Care
Capital Health Cancer Care Program
June - December 2005 (n=319, Response Rate= 70.1%)

Rate OP care past 6 months
% Positive Score



Access to Care (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Nova Scotia AVG	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
83.3%	Got services needed in past 6 months (OP) 80.5%	82.4%	82.2%	87.5%⬇	293
57.9%⬆	OP considered travel concerns in treatment plan 68.9%	69.6%	62.3%⬆	72.3%	209
74.6%	OP did everything to make wait comfortable (Rad) 83.5%	86.3%	81.3%	97.9%⬇	194
68.0%	Waited too long for first OP treatment appt 64.6%	70.9%	78.9%⬇	87.1%⬇	297
72.2%	OP did everything to make chemo wait comfortable 79.2%	82.6%	70.3%⬆	95.2%⬇	106
36.5%	Wait longer than expected for OP radiation 29.5%	44.0%⬇	56.4%⬇	89.0%⬇	227
84.5%	Wait from scheduled appt to OP chemotherapy 82.5%	82.1%	73.6%⬆	96.7%⬇	126
45.1%	Wait longer than expected for OP chemo 45.5%	49.5%	38.3%	67.4%⬇	132
88.2%	Wait from scheduled appt to OP radiation 83.3%	86.8%	92.6%⬇	98.3%⬇	222

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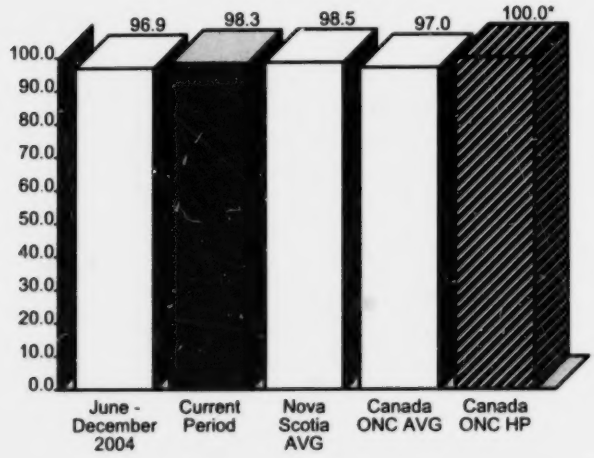
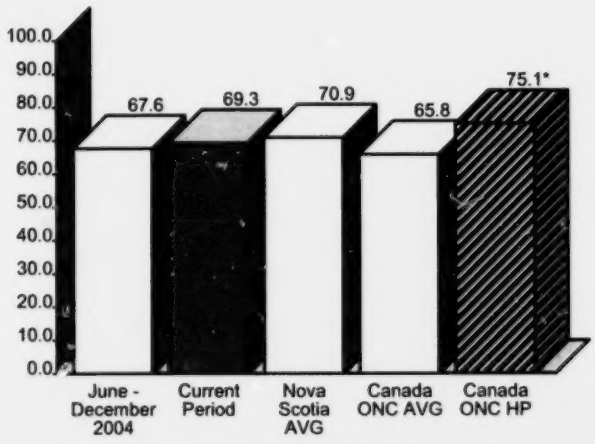
Capital Health

Oncology Patient Experience-Information, Communcations & Education
Capital Health Cancer Care Program
June - December 2005 (n=319, Response Rate= 70.1%)

Rate OP care past 6 months
% Positive Score



Information, Communication & Education (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Nova Scotia AVG	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
66.0%	Enough OP info on physical changes 74.5%	76.0%	67.5%⬆	79.6%⬇	239
77.3%	OP explained test results understandably 74.7%	76.1%	72.4%	79.6%⬇	281
54.6%	Enough OP info on nutritional needs 50.6%	55.1%	56.3%	66.4%⬇	263
60.7%	Enough OP info on energy changes 67.9%	67.7%	55.4%⬆	67.8%	277
76.7%	Comfortable talking w/OP re: cancer 82.8%	83.1%	78.7%	84.2%	227
84.7%	OP Provider explained why tests needed 86.4%	84.5%	81.8%⬆	86.3%	286
70.6%	Given enough info on cancer therapies (OP) 75.6%	77.3%	72.6%	81.7%⬇	299
52.1%	Enough OP info on changes in work/activities 54.7%	60.5%	49.1%	76.5%⬇	234
58.2%	OP explained wait for first treatment appt 53.7%	56.5%	53.1%	64.1%⬇	205
67.7%	Discussed cancer treatments w/you (OP) 67.2%	68.2%	64.2%	70.7%	299

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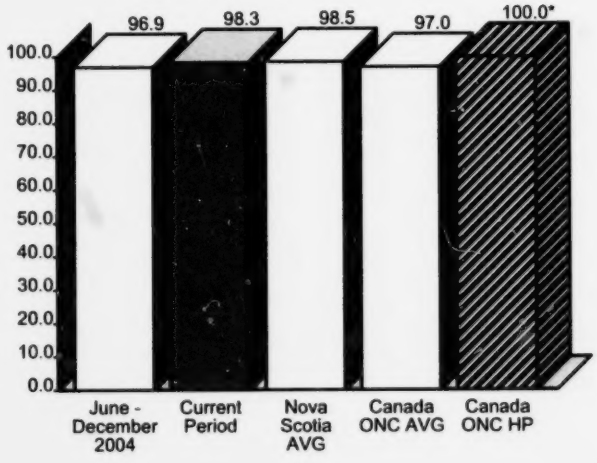
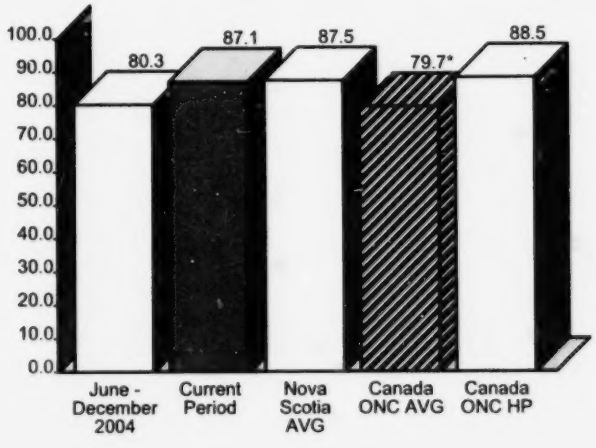
Capital Health

Oncology Patient Experience-Physical Comfort
Capital Health Cancer Care Program
June - December 2005 (n=319, Response Rate= 70.1%)

Rate OP care past 6 months
% Positive Score



Physical Comfort (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Nova Scotia AVG	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
87.5%	OP did everything to help w/ radiation effects 91.7%	92.0%	85.3%⬆	93.5%	206
87.1%	OP did everything to help w/chemo side effects 86.1%	86.9%	80.7%	88.2%	137
85.7%	Told how to manage radiation effects (OP) 90.9%	91.1%	82.7%⬆	91.7%	220
78.1%	Told how to manage chemo side effects (OP) 84.7%	84.0%	78.9%	84.7%	144
65.6%⬆	OP did everything to control pain/ discomfort 79.3%	81.4%	72.5%⬆	87.7%⬇	169

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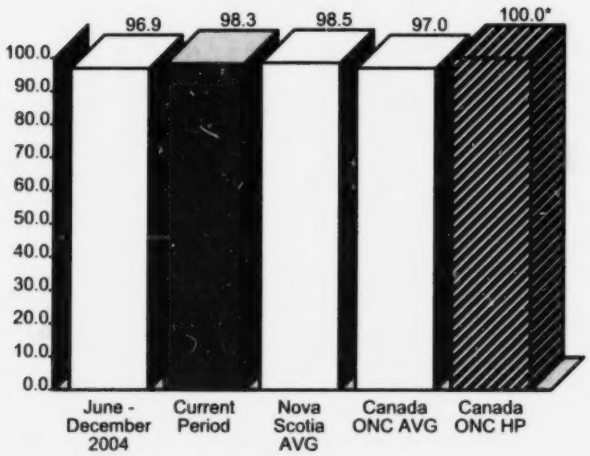
Your current score is: higher ⬆ or lower⬇.

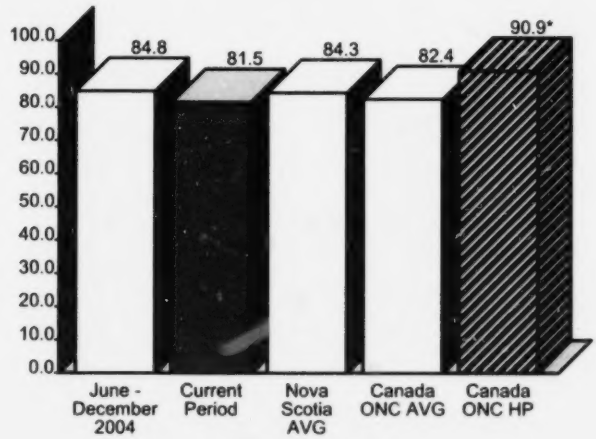
Capital Health

Oncology Patient Experience-Surgery Specific
Capital Health Cancer Care Program
June - December 2005 (n=319, Response Rate= 70.1%)

Rate OP care past 6 months
% Positive Score



Surgery Specific (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Nova Scotia AVG	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
87.7%	Results of surgery explained understandably (OP) 82.8%	85.1%	82.4%	90.7%⬇	180
81.5%	Told how long wait would be for surgery (OP) 80.1%	83.3%	82.3%	91.2%⬇	166

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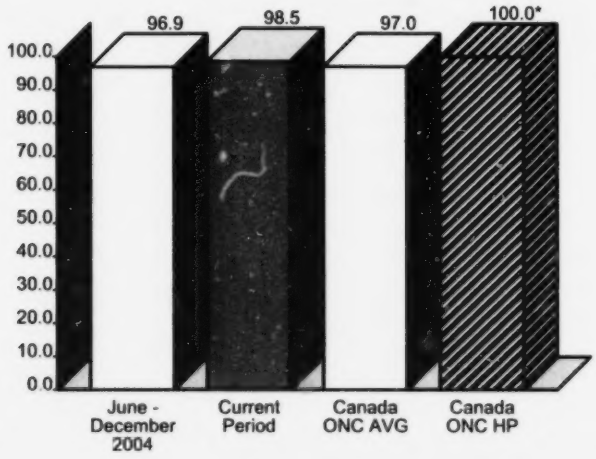
Your current score is: higher ⬆ or lower ⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Overall Impressions
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Current Period		Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
86.0%⬆	OP did everything to treat cancer	92.2%	89.9%	93.8%	411
98.0%	Rate OP hospital care past 6 months	99.3%	97.1%⬆	100.0%⬇	410
91.6%	Would recommend providers at hospital (OP)	94.1%	90.0%⬆	96.6%⬇	409
89.6%	Would recommend providers (OP)	92.0%	87.9%⬆	93.9%	410

June - December 2004			Canada ONC AVG	Canada ONC HP	n size
	Would recommend providers (OP)				
89.6%	Yes, completely	92.0%	87.9%⬆	93.9%	377
9.2%	Yes, somewhat	7.6%	10.8%⬇	6.1%	31
1.2%	No	0.5%	1.3%	0.0%⬆	2

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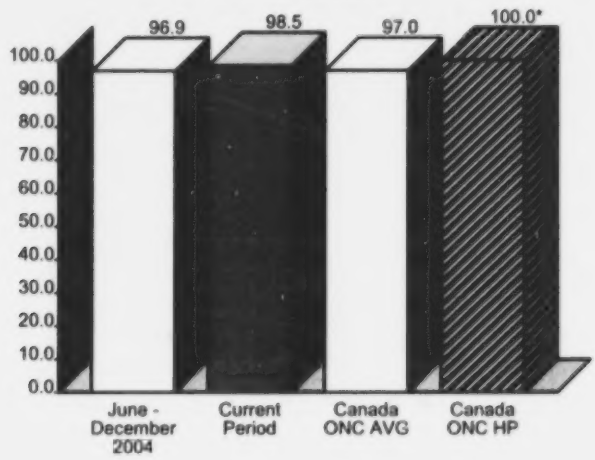
Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Health Status
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Received OP cancer care past 6 months			
52.9%⬆	Yes, currently receiving or have received cancer treatment 96.7%	65.4%⬆		376
37.2%⬇	Yes, but have ONLY received follow-up care in the past 6 1.8%	25.0%⬇		7
9.9%⬇	No, have not received cancer care in the past 6 months 1.5%	9.6%⬇		6
	Provider involved most in OP treatment plan			
4.9%	Family doctor 4.4%	3.3%		17
75.6%	Cancer specialist 75.3%	79.4%⬇		293
17.3%	Surgeon 18.5%	15.4%		72
2.2%	Someone else 1.8%	1.9%		7
	Had surgery after cancer diagnosis (OP)			
64.3%	Yes 63.4%	61.4%		256
35.7%	No 36.6%	38.6%		148

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Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had surgery at OP hospital			
57.6%⬆	Yes, only at this hospital or clinic 73.1%	55.2%⬆		182
7.0%	At this hospital or clinic and another hospital/clinic 3.2%	6.6%⬇		8
35.4%⬇	No, at another hospital or clinic only 23.7%	38.2%⬇		59
	Had OP chemotherapy past 6 months			
42.5%⬆	Yes 60.5%	57.9%		227
57.5%⬇	No 39.5%	42.1%		148
	Had chemotherapy at OP hospital			
64.6%⬆	Yes, only at this hospital or clinic 78.3%	75.6%		177
9.1%	At this hospital or clinic AND another hospital or clinic 8.4%	8.0%		19
22.2%⬇	No, at another hospital or clinic only 8.4%	8.9%		19
4.0%	No, I only take pills at home 4.9%	7.5%		11
	Had blood tests/chemo during same OP visit			
66.3%	Yes 56.1%	68.5%⬇		115
33.7%	No 43.9%	31.5%⬆		90
	Had radiation therapy past 6 months (OP)			
41.9%⬆	Yes 73.3%	49.7%⬆		300
58.1%⬇	No 26.7%	50.3%⬇		109
	Had radiation therapy at OP hospital			
96.2%	Yes, only at this hospital or clinic 99.0%	88.7%⬆		296
1.0%	At this hospital or clinic and another hospital/clinic 0.7%	0.8%		2
2.9%⬇	No, at another hospital or clinic only 0.3%	10.5%⬇		1
	Rate pain past 6 months (OP)			
9.7%	Severe 11.8%	11.0%		48
21.1%	Moderate 25.6%	25.8%		104
17.4%	Mild 20.2%	21.2%		82
51.8%⬇	Didn't have pain in the past 6 months 42.4%	42.1%		172

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Cancer Care Nova Scotia

Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Wanted but didn't receive info on services (OP)			
41.3%	Counseling/support (social workers, psychologists) 39.6%	17.4%↑	17.2%↑	38
15.9%	Spiritual support 25.0%	9.7%↑	9.7%↑	24
41.3%	Dietitian 54.2%	24.0%↑	24.1%↑	52
9.5%	Speech therapist 4.2%	3.4%	3.3%	4
12.7%	Occupational therapist 9.4%	4.9%↑	4.9%↑	9
17.5%	Physical therapist 12.5%	10.1%	10.0%	12
25.4%	Support groups 34.4%	15.3%↑	15.5%↑	33
15.9%	Palliative care 14.6%	6.4%↑	6.5%↑	14
17.5%	Other 10.4%	8.7%	8.8%	10
	Number of Drs seen in past 6 months (OP)			
30.3%↓	One 17.6%	28.8%↓		73
35.0%	Two 33.6%	34.5%		139
20.1%↑	Three 29.0%	21.0%↑		120
14.6%	Four or more 19.8%	15.7%↑		82
	Medical care most helpful in past 6 months (OP)			
11.6%	Emergency Department 14.8%	14.3%		56
1.6%	Urgent care/walk-in 1.3%	1.3%		5
13.5%	Called my family doctor 10.6%	9.7%		40
16.7%	Visit with my family doctor 16.1%	14.9%		61
19.1%↑	Called the cancer centre/hospital 27.4%	23.7%		104
1.2%	Home care 1.3%	3.7%↓		5
0.4%	Home visits by physician 0.3%	0.5%		1
0.8%	Drop in visit to a cancer clinic 1.1%	2.7%↓		4
33.5%↓	Didn't need medical help/advice right away 23.7%	26.7%		90
1.6%	Other 3.4%	2.4%		13

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	When told of cancer diagnosis (OP)			
15.7%	Less than 6 months ago 21.7%	12.4%⬆		91
32.2%⬆	Between 6-12 months ago 48.1%	44.5%		202
21.0%⬇	Between 1 and 2 years ago 14.5%	18.3%⬇		61
16.1%⬇	Between 2 to 5 years ago 9.3%	13.4%⬇		39
15.0%⬇	More than 5 years ago 6.4%	11.5%⬇		27
	Who told you of cancer diagnosis (OP)			
37.6%	Family doctor 34.0%	30.5%		139
20.0%	Cancer specialist 18.8%	21.0%		77
36.5%	Surgeon 40.3%	39.7%		165
5.9%	Someone else 6.8%	8.7%		28
	Rate health (OP)			
6.6%	Poor 5.6%	6.2%		23
17.8%	Fair 21.0%	20.8%		86
38.4%	Good 37.4%	37.8%		153
29.5%	Very Good 27.1%	26.3%		111
7.8%	Excellent 8.8%	8.9%		36

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Additional Questions
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004			Canada ONC AVG	Canada ONC HP	n size
	Received Cancer Centre booklets (OP)				
47.2%⬆	Yes, and I found the information very helpful	66.1%	66.0%	69.9%	265
15.5%	Yes, and I found the information somewhat helpful	14.0%	14.0%	11.5%	56
0.4%	Yes, but the information wasn't helpful	0.7%	0.8%	0.0%⬆	3
21.4%⬇	No, I didn't receive the booklets	8.2%	8.3%	6.2%	33
15.5%	I don't know if I received the booklets	11.0%	11.0%	12.4%	44
	Easy to reach OP cancer centre Dr/Nurse				
56.9%	Yes, completely	52.8%	53.0%	63.2%⬇	215
16.5%	Yes, somewhat	21.1%	20.9%	15.8%⬆	86
4.7%	No	3.9%	3.9%	1.8%⬆	16
22.0%	I didn't need to contact them between appointments.	22.1%	22.2%	19.3%	90
	OP: Person who explained treatment expectations				
	Family doctor	38.2%	10.7%⬆		157
	Chemo nurse	46.2%	13.0%⬆		190
	Clinic nurse	52.3%	14.7%⬆		215
	Radiation therapist	51.1%	14.3%⬆		210
	Surgeon	48.4%	13.6%⬆		199
	Medical Oncologist	55.0%	15.4%⬆		226
	Radiation Oncologist	57.9%	16.2%⬆		238
	Patient navigator	6.8%	1.9%⬆		28
	OP: Aware of Cancer Patient Navigator				
	YES and I received services from the Navigator	15.0%	14.8%		56
	YES but I received NO services from the Navigator	8.8%	8.9%		33
	YES but there is no Navigator in my district	1.6%	1.6%		6
	NO	44.5%	44.6%		166
	Do not know	30.0%	30.1%		112

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Demographic Questions
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Treatment past 6 months was for (OP)			
66.5%⬆	A first time cancer diagnosis 74.2%	70.1%		305
33.5%⬇	A repeat cancer diagnosis 25.8%	29.9%		106
	Type of original cancer (OP)			
2.4%	Brain 3.1%	1.4%⬆		12
25.3%⬆	Breast 33.4%	29.5%		131
2.4%⬆	Cervix/Uterine/Ovarian 6.4%	5.2%		25
13.8%	Colorectal/Bowel 13.0%	13.3%		51
6.3%⬇	Head/Neck 2.8%	3.1%		11
0.0%	Hematology (blood) 0.3%	3.7%⬇		1
2.4%	Kidney/bladder 3.1%	2.0%		12
2.0%	Lymphoma 2.3%	7.2%⬇		9
7.9%	Lung 9.2%	7.5%		36
3.2%	Melanoma 2.8%	3.2%		11
26.1%⬇	Prostate/testicular 15.8%	15.6%		62
1.2%	Sarcoma 0.5%	0.7%		2
0.8%	Stomach 1.0%	1.2%		4
5.9%	Other 4.3%	5.7%		17
0.4%	Don't know 2.0%	0.7%⬆		8
	Hospital stays overnight/longer (OP)			
66.8%⬇	None 55.7%	64.6%⬇		228
20.3%	One 25.9%	19.5%⬆		106
5.5%	Two 7.1%	6.3%		29
7.4%	More than two 11.2%	9.6%		46

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Demographic Questions (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Highest grade of school completed (OP)			
21.8%	Grade 9 or less 17.5%	18.1%		70
22.2%	Some high school but did not graduate 23.1%	21.5%		92
18.3%	High school graduate 21.1%	22.5%		84
21.8%	College, trade, or technical school 24.3%	22.5%		97
7.1%	University undergraduate degree 7.8%	9.4%		31
8.7%	Post university/graduate education 6.3%	6.0%		25
	Who completed survey (OP)			
84.0%⬇	Patient 76.5%	80.4%⬇		316
3.4%	Someone else 6.3%	6.2%		26
12.7%	Patient with someone else's help 17.2%	13.4%⬆		71
	Medical care most helpful in past 6 months (OP)			
11.6%	Emergency Department 14.8%	14.3%		56
1.6%	Urgent care/walk-in 1.3%	1.3%		5
13.5%	Called my family doctor 10.6%	9.7%		40
16.7%	Visit with my family doctor 16.1%	14.9%		61
19.1%⬆	Called the cancer centre/hospital 27.4%	23.7%		104
1.2%	Home care 1.3%	3.7%⬇		5
0.4%	Home visits by physician 0.3%	0.5%		1
0.8%	Drop in visit to a cancer clinic 1.1%	2.7%⬇		4
33.5%⬇	Didn't need medical help/advice right away 23.7%	26.7%		90
1.6%	Other 3.4%	2.4%		13

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Your current score is: higher ⬆ or lower⬇.

Oncology Patient Experience-Demographic Questions (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	OP: Preferred language while receiving cancer care			
	English 99.5%	99.5%		415
	French 0.2%	0.2%		1
	German 0.0%	0.0%		0
	Chinese 0.0%	0.0%		0
	Cantonese 0.0%	0.0%		0
	Punjabi 0.0%	0.0%		0
	Mandarin 0.0%	0.0%		0
	Portuguese 0.0%	0.0%		0
	Spanish 0.0%	0.0%		0
	Vietnamese 0.0%	0.0%		0
	Korean 0.0%	0.0%		0
	Arabic 0.0%	0.0%		0
	Mi'kmaq 0.2%	0.2%		1
	ED respected culture/lifestyle			
96.1%	Yes, completely 94.4%	94.4%	95.3%	389
3.5%	Yes, somewhat 5.1%	5.1%	4.4%	21
0.4%	No 0.5%	0.5%	0.3%	2

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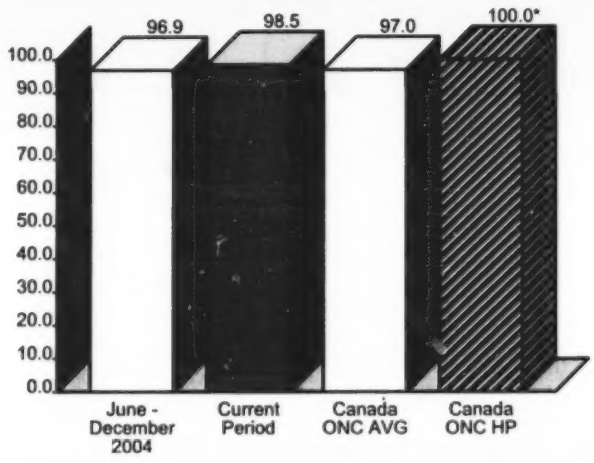
Your current score is: higher ⬆ or lower ⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Chemotherapy
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"		Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
88.3%	OP did everything to help w/chemo side effects	86.9%	80.7%⬆	88.2%	213
78.8%	Told how to manage chemo side effects (OP)	84.0%	78.9%	84.7%	225
83.2%	Wait from scheduled appt to OP chemotherapy	82.1%	73.6%⬆	96.7%⬇	207
77.3%	OP did everything to make chemo wait comfortable	82.6%	70.3%⬆	95.2%⬇	172
43.8%	Wait longer than expected for OP chemo	49.5%	38.3%⬆	67.4%⬇	212

June - December 2004			Canada ONC AVG	Canada ONC HP	n size
	Had blood tests/chemo during same OP visit				
66.3%	Yes	56.1%	68.5%⬇		115
33.7%	No	43.9%	31.5%⬆		90

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

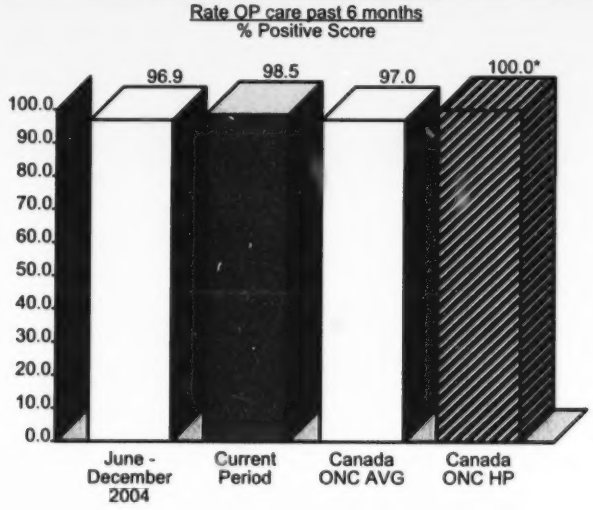
Oncology Patient Experience-Chemotherapy (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had chemotherapy at OP hospital			
64.6%⬆	Yes, only at this hospital or clinic 78.3%	75.6%		177
9.1%	At this hospital or clinic AND another hospital or clinic 8.4%	8.0%		19
22.2%⬇	No, at another hospital or clinic only 8.4%	8.9%		19
4.0%	No, I only take pills at home 4.9%	7.5%		11
	Had OP chemotherapy past 6 months			
42.5%⬆	Yes 60.5%	57.9%		227
57.5%⬇	No 39.5%	42.1%		148

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Oncology Patient Experience-Radiation Therapy
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)



Detail

June - December 2004	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
89.8%	OP did everything to help w/radiation effects — 92.0%	85.3%⬆	93.5%	275
78.8%	OP did everything to make wait comfortable (Rad) — 86.3%	81.3%⬆	97.9%⬇	241
87.5%	Told how to manage radiation effects (OP) — 91.1%	82.7%⬆	91.7%	292
45.7%	Wait longer than expected for OP radiation — 44.0%	56.4%⬇	89.0%⬇	300
89.5%	Wait from scheduled appt to OP radiation — 86.8%	92.6%⬇	98.3%⬇	296

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had radiation therapy at OP hospital			
96.2%	Yes, only at this hospital or clinic — 99.0%	88.7%⬆		296
1.0%	At this hospital or clinic and another hospital/clinic — 0.7%	0.8%		2
2.9%⬇	No, at another hospital or clinic only — 0.3%	10.5%⬇		1

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Radiation Therapy (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004		Canada ONC AVG	Canada ONC HP	n size
	Had radiation therapy past 6 months (OP)			
41.9%⬆	Yes 73.3%	49.7%⬆		300
58.1%⬇	No 26.7%	50.3%⬇		109

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Oncology Patient Experience-Highest Percent Positive (Strengths)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

June - December 2004	Items ranked in descending order by current score		Canada ONC AVG	Canada ONC HP	n size
	% Positive Score				
93.8%	Treated w/dignity/respect by OP providers	96.6%	94.0%⬆	98.2%⬇	408
96.1%	Family/friends involved in OP care/ treatment	94.6%	93.3%	96.4%	370
89.8%	OP did everything to help w/radiation effects	92.0%	85.3%⬆	93.5%	275
87.5%	Told how to manage radiation effects (OP)	91.1%	82.7%⬆	91.7%	292
92.2%	Could trust OP providers w/confidential info	90.9%	90.6%	93.7%⬇	408
88.3%	OP did everything to help w/chemo side effects	86.9%	80.7%⬆	88.2%	213
89.5%	Wait from scheduled appt to OP radiation	86.8%	92.6%⬇	98.3%⬇	296
83.4%	Providers knew enough re: OP therapy	86.8%	84.8%	90.0%⬇	409
88.6%	Knew who was in charge for each OP therapy	86.6%	85.8%	90.0%⬇	409
78.8%	OP did everything to make wait comfortable (Rad)	86.3%	81.3%⬆	97.9%⬇	241

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Lowest Percent Positive (Areas for Improvement)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Detail

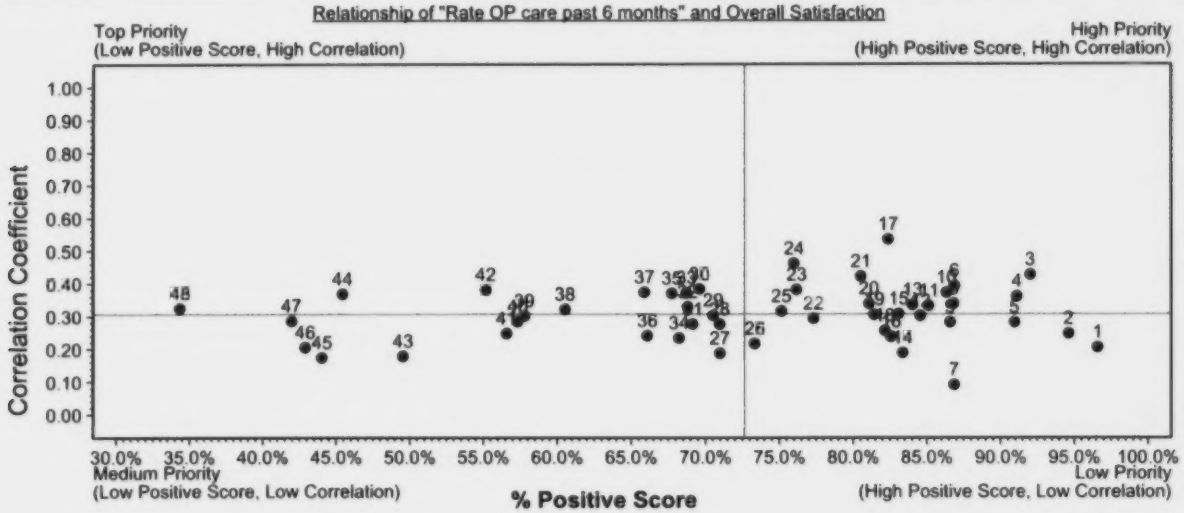
June - December 2004	Items ranked in ascending order by current score	Canada ONC AVG	Canada ONC HP	n size
	% Positive Score			
29.1%	Put in touch w/OP to help w/anxiety/fear 34.3%	26.5%⬆	39.1%	236
42.8%	Enough OP info re: relationship changes 41.9%	32.6%⬆	58.1%⬇	260
34.6%	Put in touch w/OP to help w/diagnosis anxiety/fear 42.9%	38.8%	53.8%⬇	336
45.7%	Wait longer than expected for OP radiation 44.0%	56.4%⬇	89.0%⬇	300
47.3%	Enough OP info on emotional changes 45.4%	38.6%⬆	56.1%⬇	337
43.8%	Wait longer than expected for OP chemo 49.5%	38.3%⬆	67.4%⬇	212
57.7%	Enough OP info on nutritional needs 55.1%	56.3%	66.4%⬇	370
59.7%	OP explained wait for first treatment appt 56.5%	53.1%	64.1%⬇	283
55.7%	Enough OP info on sexual activity changes 57.3%	44.7%⬆	68.8%⬇	281
57.0%	Providers aware of med history (OP) 57.8%	52.3%⬆	64.3%⬇	400

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Priority Matrix
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

Relationship of "Rate OP care past 6 months" and Overall Satisfaction



1 Treated w/dignity/respect by OP providers	25 Given confusing/conflicting info (OP)
2 Family/friends involved in OP care/treatment	26 Told of diagnosis in sensitive manner (OP)
3 OP did everything to help w/radiation effects	27 Got help wanted figuring out payment (OP)
4 Told how to manage radiation effects (OP)	28 Waited too long for first OP treatment appt
5 Could trust OP providers w/confidential info	29 Providers aware of test results (OP)
6 OP did everything to help w/chemo side effects	30 OP considered travel concerns in treatment plan
7 Wait from scheduled appt to OP radiation	31 OP considered living situation in treatment
8 Providers knew enough re: OP therapy	32 Knew who to go to w/questions (OP)
9 Knew who was in charge for each OP therapy	33 Comfortable talking w/OP re: alternate therapy
10 OP did everything to make wait comfortable (Rad)	34 Discussed cancer treatments w/you (OP)
11 Results of surgery explained understandably (OP)	35 Enough OP info on energy changes
12 OP Provider explained why tests needed	36 Family Dr knew enough re: OP cancer care
13 Told how to manage chemo side effects (OP)	37 Knew next step in care (OP)
14 Told how long wait would be for surgery (OP)	38 Enough OP info on changes in work/activities
15 Comfortable talking w/OP re: cancer	39 Providers aware of med history (OP)
16 OP did everything to make chemo wait comfortable	40 Enough OP info on sexual activity changes
17 Got services needed in past 6 months (OP)	41 OP explained wait for first treatment appt
18 Wait from scheduled appt to OP chemotherapy	42 Enough OP info on nutritional needs
19 OP did everything to control pain/discomfort	43 Wait longer than expected for OP chemo
20 Involved in OP care decisions	44 Enough OP info on emotional changes
21 OP went out of way to help	45 Wait longer than expected for OP radiation
22 Given enough info on cancer therapies (OP)	46 Put in touch w/OP to help w/diagnosis anxiety/fear
23 OP explained test results understandably	47 Enough OP info re: relationship changes
24 Enough OP info on physical changes	48 Put in touch w/OP to help w/anxiety/fear

Detail

June - December 2004		Highest correlation with "Rate OP care past 6 months"	Correlation Coefficient	n size
		% Positive Score		
84.9%	Got services needed in past 6 months (OP)	82.4%	0.535	408
69.5%	Enough OP info on physical changes	76.0%	0.461	337
89.8%	OP did everything to help w/radiation effects	92.0%	0.427	275
79.4%	OP went out of way to help	80.5%	0.422	405

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Your current score is: higher ⬆ or lower ⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Priority Matrix (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

June - December 2004	Detail	% Positive Score	Correlation Coefficient	n size
88.3%	OP did everything to help w/chemo side effects	86.9%	0.393	213
60.8%⬆	OP considered travel concerns in treatment plan	69.6%	0.383	286
57.7%	Enough OP info on nutritional needs	55.1%	0.382	370
78.1%	OP explained test results understandably	76.1%	0.381	394
62.5%	Knew next step in care (OP)	65.9%	0.373	413
78.8%	OP did everything to make wait comfortable (Rad)	86.3%	0.372	241
70.5%	Comfortable talking w/OP re: alternate therapy	68.7%	0.371	214
60.1%	Enough OP info on energy changes	67.7%	0.370	384
47.3%	Enough OP info on emotional changes	45.4%	0.368	337
87.5%	Told how to manage radiation effects (OP)	91.1%	0.361	292
75.7%	Involved in OP care decisions	81.1%	0.339	417
83.4%	Providers knew enough re: OP therapy	86.8%	0.338	409
78.8%	Told how to manage chemo side effects (OP)	84.0%	0.335	225
88.4%	Results of surgery explained understandably (OP)	85.1%	0.332	255
66.8%	Knew who to go to w/questions (OP)	68.8%	0.329	410
29.1%	Put in touch w/OP to help w/anxiety/fear	34.3%	0.326	236
53.9%	Enough OP info on changes in work/ activities	60.5%	0.322	319
79.9%	Given confusing/conflicting info (OP)	75.1%	0.315	406
80.7%	Comfortable talking w/OP re: cancer	83.1%	0.308	313
67.0%⬆	OP did everything to control pain/discomfort	81.4%	0.306	226
68.3%	Providers aware of test results (OP)	70.5%	0.303	400
85.0%	OP Provider explained why tests needed	84.5%	0.302	401
57.0%	Providers aware of med history (OP)	57.8%	0.301	400

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Priority Matrix (continued)
Cancer Care Nova Scotia
June - December 2005 (n=445, Response Rate= 70.0%)

June - December 2004	Detail	% Positive Score	Correlation Coefficient	n size
72.9%	Given enough info on cancer therapies (OP)	77.3%	0.294	414
42.8%	Enough OP info re: relationship changes	41.9%	0.286	260
55.7%	Enough OP info on sexual activity changes	57.3%	0.284	281
88.6%	Knew who was in charge for each OP therapy	86.6%	0.282	409
92.2%	Could trust OP providers w/confidential info	90.9%	0.282	408
61.7%⬆	OP considered living situation in treatment	69.1%	0.276	408
74.3%	Waited too long for first OP treatment appt	70.9%	0.276	413
83.2%	Wait from scheduled appt to OP chemotherapy	82.1%	0.257	207
96.1%	Family/friends involved in OP care/treatment	94.6%	0.248	370
59.7%	OP explained wait for first treatment appt	56.5%	0.248	283
68.9%	Family Dr knew enough re: OP cancer care	66.1%	0.240	380
77.3%	OP did everything to make chemo wait comfortable	82.6%	0.238	172
68.0%	Discussed cancer treatments w/you (OP)	68.2%	0.234	415
74.3%	Told of diagnosis in sensitive manner (OP)	73.3%	0.217	416
93.8%	Treated w/dignity/respect by OP providers	96.6%	0.206	408
34.6%	Put in touch w/OP to help w/diagnosis anxiety/fear	42.9%	0.206	336
85.3%	Told how long wait would be for surgery (OP)	83.3%	0.189	234
70.3%	Got help wanted figuring out payment (OP)	71.0%	0.187	155
43.8%	Wait longer than expected for OP chemo	49.5%	0.178	212
45.7%	Wait longer than expected for OP radiation	44.0%	0.174	300
89.5%	Wait from scheduled appt to OP radiation	86.8%	0.092	296

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.